

May 23, 2008

To whom it may concern,

I am writing to recommend the services of Ultimate Control (UCI). About two years ago I finally became so frustrated with our current service providers that I decided it was time to look for a new company. UCI was the company most commonly mentioned when I asked friends and people in the industry for a recommendation. After meeting with representatives from UCI and checking references I hired them to update and redesign our entire AV system.

I asked to come in and recommend ways to update and enhance our system. This included our AV system, alarms, and lighting. They developed a comprehensive design that used state of the art equipment, but was completely integrated and very easy to use for the entire family. It was an extensive project lasting for over 6 months. I was so pleased with the final outcome that I asked them to redo our system in our Tahoe home. It had also been poorly designed and rarely worked well. At that same time we began plans to build a home in Mexico. I was so concerned about the service providers that were available in Mexico that I asked if they would be willing to work with me on that project. Together we came up with a plan for them to work with a company in Mexico to design and complete the project. They knew they couldn't service the equipment long term, so they agreed to work side by side with another company to implement the same system that I had in the other two homes. This required multiple trips to Mexico and many hours of hand holding on their part. Their commitment to my project and making it a success was extraordinary. They went way beyond the call of duty. All three projects were completed as promised – on time, with everything working perfectly. Their team members took the time to train us on how to work all the equipment and showed endless patience when we forget.

It has been pleasure working with the UCI team. They are a very professional group and have always responded quickly to our needs, performed their work on time and as promised. Most importantly, they have continually been available to provide outstanding follow up service. The workers that were in my home for months were polite, quiet, trustworthy and neat. They were cheerful and kind. It never felt like an inconvenience to have them working in the house for so long. Though some of our projects have been a bit challenging and complicated, UCI was always able to deliver. They went out their way on the project that was located in another country to make the project a success even though it was not entirely in their hands. The working conditions were less than ideal and the hours were long, but I saw first hand just how professional they were. They never once complained and stayed longer than expected to get everything done. Their dedication was remarkable.

In addition, the communication with them has been great. They always let me know what exactly they are doing and after an appointment they follow-up with information on what was accomplished, what, if any, outstanding issues remain, and what the next steps are. When I contact them for assistance I always get immediate help and resolution.

UCI has certainly lived up to reputation as an outstanding company. I have no complaints. Not only has their work been outstanding, but everyone is delightful to work with. The company has done an excellent job of instilling the importance of providing wonderful customer service in everyone I have met. I will definitely be calling again with our next project. I highly recommend them to anyone that is considering using their services. In my opinion they are a stand out company in an industry that is not known for providing good service.

If you have any questions or would like to speak to me directly please don't hesitate to call.

Best regards,  
Mindy Rogers